

101

MAY 27 1992

1. CASE NO. 920330CCC3329			2. INVESTIGATOR'S ID <div style="border: 1px solid black; padding: 2px; display: flex; justify-content: space-around;"> 8096 </div>			3. OFFICE CODE <div style="border: 1px solid black; padding: 2px; display: flex; justify-content: space-around;"> 860 </div>			<h2 style="margin: 0;">EPIDEMIOLOGIC INVESTIGATION REPORT</h2>		
4. DATE OF ACCIDENT <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 2px;">YR 9 2</div> <div style="border: 1px solid black; padding: 2px;">MO 0 2</div> <div style="border: 1px solid black; padding: 2px;">DAY 2 6</div> </div>			5. DATE INVESTIGATION INITIATED <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 2px;">YR 9 2</div> <div style="border: 1px solid black; padding: 2px;">MO 0 4</div> <div style="border: 1px solid black; padding: 2px;">DAY 1 5</div> </div>								
6. SYNOPSIS OF ACCIDENT OR COMPLAINT <div style="border: 1px solid black; padding: 5px; min-height: 100px;"> <p>The complainant was toasting two pieces of bread in a toaster oven. He then left the kitchen to answer the telephone. 5 to 6 minutes later, he heard crackling noise and found the toaster oven on fire. He removed the toaster oven from the kitchen and extinguish the flames in the kitchen wall. Damages were confined to the kitchen countertop, cabinet, and a paper towel dispenser. Two weeks after the fire, an insurance agent collected the toaster oven and sent it to the manufacturer.</p> </div>											
7. LOCATION (Home, school, etc.) Home			8. CITY <div style="border: 1px solid black; padding: 2px; display: flex; justify-content: space-around;"> 10 </div> Fairfax			9. STATE California <div style="border: 1px solid black; padding: 2px; display: flex; justify-content: space-around;"> CA </div>					
10A. FIRST PRODUCT toaster oven			11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS Model #B12R020 Black & Decker 6 Armstrong Rd., Shelton, CT			<div style="border: 1px solid black; padding: 2px; display: flex; justify-content: space-around;"> 0216 </div>					
10B. SECOND PRODUCT none			11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS <div style="border: 1px solid black; padding: 2px; display: flex; justify-content: space-around;"> </div>								
12. AGE OF VICTIM <div style="border: 1px solid black; padding: 2px; display: flex; justify-content: space-around;"> 999 </div>		13. SEX (Use numerical code) MALE -1 FEMALE -2 UNKNOWN -3 <div style="border: 1px solid black; padding: 2px; display: flex; justify-content: space-around;"> 9 </div>		14. DISPOSITION No injury		15. INJURY DIAGNOSIS No injury					
16. BODY PART No injury		17. RESPONDENT(S) (Mother, Friend) complainant		18. TYPE INVESTIGATION ON SITE 1 TELEPHONE 2 OTHER 3		19. TIME SPENT <div style="border: 1px solid black; padding: 2px; display: flex; justify-content: space-around;"> 2 </div>					
20. ATTACHMENTS none		21. CASE SOURCE H220124 hotline		22. REVIEWED BY <div style="border: 1px solid black; padding: 2px; display: flex; justify-content: space-around;"> 8101 </div>		<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 2px;">YR 9 2</div> <div style="border: 1px solid black; padding: 2px;">MO 0 5</div> <div style="border: 1px solid black; padding: 2px;">DAY 1 4</div> </div>					
23. PERMISSION TO DISCLOSE NAMES (NON-NEISS CASES ONLY) <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <div>CPSC MAY DISCLOSE MY NAME <input type="checkbox"/></div> <div>CPSC MAY NOT DISCLOSE MY NAME <input checked="" type="checkbox"/> XXX</div> </div>											
24. NARRATIVE (See Instructions on Other Side) <div style="text-align: center; padding: 20px;"> see attached report </div>					25. REGIONAL OFFICE DIRECTOR REVIEW DATE						

MFR/PRVLER NOTIFIED 3/17/92
 No Comments made
 Comments attached
 Revisions requested
 A

Synopsis:

The complainant was toasting two pieces of bread in a toaster oven. He then left the kitchen to answer the telephone. 5 to 6 minutes later he heard crackling noise and found the toaster oven on fire. He removed the toaster oven from the kitchen and extinguished the flames in the kitchen wall. Damages were confined to the kitchen countertop, cabinet, and a paper towel dispenser. Two weeks after the fire, an insurance agent collected the toaster oven from the complainant and sent it to the manufacturer.

Pre-Incident:

The complainant, an adult male, lives in a single family dwelling.

Two year ago, he purchased a toaster oven from a hardware store in Southern California. He used the toaster oven almost every day during the past two years. He followed all instructions in cleaning the toaster oven. The toaster oven was not misused or damaged.

Incident:

On the morning of February 26, 1992, the complainant placed two pieces of bread in the toaster oven. The toaster oven was located on the kitchen countertop and underneath the kitchen cabinet. He then turned the toaster oven on by pressing a lever downward. He then left the kitchen to answer the telephone. Five to six minutes later while he was in the living room, he heard crackling noise. He walked into the kitchen and saw 4' to 5' flames coming from the toaster oven. He unplugged the toaster oven and took it outside. He then buried it in the sand to extinguish the flames. He then extinguished the flames on the kitchen wall. The flames from the toaster oven damaged the kitchen countertop, cabinet, and a paper towel dispenser. Damages were estimated to be about \$1900.00. He did not call the fire department.

Post-Incident:

After the incident, the complainant contacted the toaster oven manufacturer. They contacted their insurance company who sent an agent to visit the complainant. The insurance agent took the toaster oven from the complainant and sent the toaster oven to the insurance company headquarters. They in turn sent the toaster oven to the manufacturer. The manufacturer then sent a new toaster oven to the complainant. They also will pay the complainant \$2,000 for damages caused by the toaster oven.

The complainant told me that the toaster oven had a lever which

CONSUMER PRODUCT INCIDENT REPORT

H220124A0

There was smoke damage to the house. Consumer does not know the cost of damage.

Toaster oven is UL listed.

2/27/92 Consumer called manufacturer, explained incident to Gloria Fusco (title unknown), who took consumer's information and said someone from manufacturer (name unknown) would contact consumer in a couple of weeks.

State office of consumer affairs referred consumer to CPSC hotline.

20 MAR 1992

is used in the toast mode. This lever is used to turn the toaster oven on. The lever is simply pushed downward. Once in the down position, the lever will lock. The toast oven will then be in the on position. Depending upon the desire setting (light or dark), the lever will automatically pop upward in several minutes and shut off the toast oven. At the time of the fire, the complainant noticed that the lever was in the down position.

Product Identification:

The product is a toaster oven manufactured by Black & Decker Co., 5 Armstrong Road, Shelton, CT 06484 (800) 231-9786. The model number is B12R020.

The toaster oven was purchase from Gerald's Paint & Hardware Store, 7280 W. Manchester Ave., Westchester, CA (213) 776-0914 about two years ago. I called the hardware store and spoke with the store manager. I asked him if he received any returns or complaints on the Black & Decker Toaster Oven or the Black & Decker Wide-Slot Toaster due to fires. He replied "no".

Since the toaster was returned to the manufacturer, I could not obtain any other information on the toaster oven. The insurance agent told me to contact the manufacturer or their insurance company in Hartford, Conn. to obtain additional information on this product or to examine the toaster oven.

Voluntary Standards:

none

Exhibits:

none

ACCIDENT INVESTIGATION REQUEST FORM

JPD

Document Number H 221124

Date of Incident 2-26-92

Category I.D. _____

Follow-Up Requested

Hazard Analysis

Section 15

Type Follow-Up Requested

Telephone Call

On-Site

Headquarters Contact Team Kennedy CECA

Assignment Message Need to confirm if product is available
and collect as sample

Also determine if toaster is a wide-slot FastTrast
and model number (should be a T22n thru T440).

Determine what noise the consumer heard
being made by the toaster (buzzing clicking
of pop-up lever).

History of fire problems.

Contact hardware store manager for history of
returns with B&D FastTrast toasters due to fires.

Person(s) to Contact

Gerald's Hardware

Gerald's Paint & Hardware

7280 W. Manchester Av
Westchester

212/776-0314

Guideline

MR. ARIF HYBEN, MANAGER

Requested By

T.K.

Task Number

920330 CCE3329

Assigned to

SF

Date

03/31/92

11 15
W 2/25
CONSUMER PRODUCT INCIDENT REPORT

L-251

1. NAME OF RESPONDENT [REDACTED]		2. PHONE NO. (HOME) [REDACTED] WORK same	
3. STREET ADDRESS [REDACTED]		4. CITY Fairfax	STATE CA
		ZIP CODE 94930	
5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES (USE 2ND PGE IF NEEDED) Consumer was toasting 2 pieces of toast, 5 to 6 minutes later, consumer heard a crackling noise and found toaster oven engulfed in 4' to 5' flames. Portions of the kitchen cabinet, kitchen counter, wall behind the counter and paper towel dispenser were on fire. Consumer unplugged toaster oven, used oven mitts to pick up toaster oven, took it outside and buried it in the sand to extinguish. Consumer beat out the flames on the wall and the rest of the flames self-extinguished. The toast was burned. -cont.-			
6. DATE OF INCIDENTS 2/26/92	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: 0 YR/N none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none	
9. DESCRIPTION OF PRODUCT electric toaster oven		10. BRAND NAME Black and Decker	
11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Black and Decker 6 Armstrong Rd. Shelton, CT 06484 800-231-9786 unknown unknown unknown		12. MODEL, SERIAL NUMBERS B12R020	
13. DEALER'S NAME, ADDRESS & PHONE Gerald's Hardware Manchester Blvd. 7280 W. MANCHESTER AVE Los Angeles, CA 90045 WESTCHESTER, CA unknown MR. ARIF HYDER, Manager 213-776-0814			
14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged toaster oven is charred		15. PRODUCT PURCHASED NEW x USED DATE PURCHASED '90 est. AGE 2 yr. est.	
16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: none			
17. HAVE YOU CONTACTED THE MANUFACTURER? YES x NO IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO OTHER?		18. IS THE PRODUCT STILL AVAILABLE? YES x NO IF NOT, ITS DISPOSITION	
19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO			
FOR ADMINISTRATION USE			
20. DATE RECEIVED 02/27/92	21. RECEIVED BY (NAME & OFFICE) ldm, HL		22. DOCUMENT NO. H220124A0
23. FOLLOW-UP ACTION 920330 CCC 3329		24. PRODUCT CODE(S) 20 MAR 1992	
25. DISTRIBUTION		26. ENDORSER'S NAME & TITLE [Signature]	